

**Community Health Plan of Washington (CHPW)  
Member Advisory Council (MAC)**

DSNP English MAC Meeting

First Quarter – March 2025

<b>Meeting Name</b>	CHPW Member Advisory Council Meeting – Q1 2025 (DSNP)	
<b>Date/Time</b>	<b>DSNP Rural</b> <b>Main session:</b> Thursday, March 13, 2025, 11am – 1pm PST.	<b>DSNP Urban</b> <b>Main session:</b> Thursday, March 20, 2025, 11am – 1pm PST.
<b>Location</b>	Zoom	
<b>Meeting Purpose</b>	Quarter 1 Dual Special Needs Plan (DSNP) meeting	
<b>Facilitator</b>	Abha	
<b>Note Taker/Tech Support</b>	Laura	

**Agenda**

Topic	Presenter	Time
1. Introductions and Welcome a. Who we are i. Share your name, preferred pronouns, and why you joined, icebreaker b. MAC Updates c. Community Agreements	CHPW Team & MAC Members	30 minutes
2. 2024 Meetings Follow-up Recommendations and Action Items a. Feedback Loop b. Feedback on action	CHPW Team	20 minutes
Break	Everyone	5 minutes
3. Members onboarding journey a. What works and what doesn't? b. Challenges and barriers of the process c. Welcome kit and outreach experience	CHPW Team	55 minutes
4. Wrap up a. Is there anything else that you want to share? b. We will be following up with gift cards & slide deck and scalations	CHPW Team	10 minutes

**Community Agreements**

We respect confidentiality

We take care of ourselves

One person speaking at a time

We are mindful of lived/living experience

We keep an open mind

We ask questions

We are prepared to participate